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## Chapter 2. VA In-Person Proofing Process

#### 1. Overview of VA In-Person Proofing Process

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| Introduction | This topic provides an overview of the In-Person Proofing (IPP) process for clients seeking a DoD Self Service (DS) Logon for accessing the eBenefits portal or other VA or DoD portals for the purpose of using Self-Service functions. |

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| Change Date | September 7, 2016 |

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| a. In-Person Proofing Process (IPP) Overview | The In-Person Proofing (IPP) process essentially confirms the identity of an individual through review of identification documents and artifacts provided during a visit to a VA Regional Office or at any location where IPP is being conducted.  The Veteran requesting a DS Logon account must present himself/herself to an authorized and trained VA employee or Veteran Service Officer (VSO) who will use the DS Access Station web tool to create the account request.  At the successful conclusion of the process, the individual will be able to fully access the features within eBenefits. |

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| b. DoD Self-Service Access Station | The DS Access Station web application was developed by the Defense Manpower Data Center (DMDC) to provide a means for requesting DS Logon accounts.  The DS Logon account is used by many DoD and VA websites and allows users to gain access to personal and health information regarding benefits, payments, personal health information and other on-line and other services. |

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| c. Safeguarding Confidential Information | Only users authorized by the DMDC may access the DS Access Station, although DMDC has delegated the ability to VA to manage its own users. Furthermore, only authorized users may view information or be informed in any way of information available in the DS Access Station.  Every authorized user must safeguard the confidentiality of such information at all times to comply with the [Privacy Act of 1974](http://www.justice.gov/opcl/privstat.htm). Before leaving your PC unattended, be sure to log off the application. You can also lock your workstation for added security. See your System Administrator for instructions. |

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| d. Privacy Notice | Due to Privacy Act considerations, protected information such as names and Social Security Numbers are fabricated for the examples in this chapter. |

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| e. DS Access Station Website | The Department of Defense (DoD) provides a tool to register qualified persons to receive a DS Logon account, and who have a current or prior relationship with the military services.  The [DS Access Station](https://www.dmdc.osd.mil/appj/dsaccessstation/consent?continueToUrl=%2Fappj%2Fdsaccessstation%2F) can be used to either issue or upgrade existing DS Logons for Veterans or their eligible dependents.  With this account, Veterans will be able to use on-line Self-Service tools provided through eBenefits, and other VA and DoD Self-Service applications. |

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| f. DS Logon Account | The DoD provides the ability for Veterans to have a DS Logon account that may be used for the purpose of accessing DoD and VA Self-Service functions available on the internet.  DS Logon accounts can be credentialed at Level 1 – no IPP, or Level 2 – with IPP.  A Level 2 credential is required in order to access most information stored in DoD or VA information systems.  A Level 1 credential simply enables the user to see information that they may have entered and stored (e.g., completed forms, personal profile information). |

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| g. DS Logon Registration | DS Logon registration is the processing of a user's request for a DS Logon account, generation of a one-time activation code, and subsequent creation of a username and password after the applicant has read and accepted DOD's terms and conditions. |

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| h. Definition: In-Person Proofing (IPP) | IPP is the act of verifying an individual’s identity. |

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| i. Personally Identifiable Information (PII) | For the purposes of this Handbook, PII (sensitive information) is defined as benefit or health information that, with a reasonable degree of certainty, is likely to have a serious adverse effect on an individual’s mental or physical health if it is revealed to an unauthorized individual. |

#### 2. DoD Self-Service Access Station Web Application

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| Introduction | This topic provides on how to use the DoD Self-Service Access Station Web Application. |

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| Change Date | Initial content load September 2012 |

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| a. Logging on the DS Access Station | To use the DS Access Station web application, you need an Internet browser that supports JavaScript, such as Microsoft Internet Explorer (version 6.0).  To log on to the DS Access Station web application:   * Access this [DS Access Station link](https://www.dmdc.osd.mil/appj/dsaccessstation/consent?continueToUrl=%2Fappj%2Fdsaccessstation%2F) in your Web browser and press <Enter>. |

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| b. Standard Mandatory DoD Notice and Consent Page | Upon log on, the Standard Mandatory DoD Notice and Consent page will be displayed:  Carefully read the notice and consent, and then click **OK.** |

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| c. The Registered User Logon Page | Next, the Registered User Logon page will be displayed:  On the Registered User Logon page, select a logon method:   * Log on using your username and password: * In the Select Logon Method section of the Logon page, select Username/Password by clicking the adjacent option button. * Type your **Username** and **Password** in their respective fields. * Click **Continue**. If your log on information does not match the records stored in the audit database, a message describes the error. Retype your log on information and click **Continue** again. |

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| d. Password Suspension | After three unsuccessful logon attempts, your password will be suspended.  If this happens, contact the DMDC Support Center (DSC) at:   * 800-538-9522, or * 800-372-7437 (global), or via * DSN at 698-5000 (CONUS) or 312-698-5000 (OCONUS)   to request a password reset. When the DSC has reset your password, you **must** change it when you next log on. |

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| e. Required Veteran Information | When the authentication and authorization process is successful, the **Retrieve Information** Page displays.  You are now ready to provide support to individuals requesting a DS Logon.  When an individual requests a DS Logon account, you must require them to present all of the following:   * Social Security Number or Service Number of the Veteran (verbally or written); * Present one primary form of identification; * Present one secondary (or an additional primary) form of identification; * If the two forms of the identification above are presented, do not include a current mailing address. * The client requesting the DS Logon must present recent documentation (i.e., utility bill, phone bill, credit card, etc)that verifies the current mailing address (see Appendix B: Address Confirmation Documentation Criteria); and * Last name if different while in service.   Before using the DS Access Station web page, verify that the photograph and names on the primary and secondary form of identification match the Veteran and each other.  If a separate document is used for a new address, the document must have the Veteran’s name as the primary addressee. Note: If the requester is a VA beneficiary and their address is current within a VA database, that may be used as acceptable proof of address. |

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| f. Retrieve Information Page | In this step you will enter the Veterans identifier (Social Security Number or Service Number) that will attempt to locate the DEERS record information for the Veteran.  (Note: Throughout this application, the term Sponsor refers to the Veteran. VA is not registering Dependents at this time.)  In the Sponsor’s Identifier Number field, type the identification number for the person you want to add.  If necessary, click the down arrow on the Sponsor’s Identifier Type drop-down to select the Type of Person ID. The options are as follows:   * Social Security Number (this is the default); * Service Number; * Foreign ID; * Temporary Identification Number; or * Tax Identification Number.   Optional fields are used to resolve any possible collisions of the primary identifier – such as duplicate Social Security Numbers.  Click on the **Retrieve Information** button at the bottom of the page to continue to the Overview Page.  If the Veteran is **NOT** found in DEERS, then follow the procedure in Topic 3: “Veteran Not found in DEERS”. |

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| g. Overview Page | The Overview Page displays the name and DS Logon Status of the Veteran, and a list of individuals in the family who are eligible for a DS Logon. (Note: VA is not registering Dependents for DS Logon at this time.)  The information displayed includes:   * Person; * Relationship; * DS Logon status (Not created, Requested, Active, Deactivated); * DS Logon Level ( level 1 or 2, if account is active or requested); and * Action (Magnifying Glass – view credential, medal – request upgrade, envelope – create request).   If the DS Logon Status column indicates Not Created:   * Click in on the **envelope** to create a request. |

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| (continued) | If the DS Login Status column indicates Requested, ask the Veteran if he or she knows whether or not a request exists for a DS Logon account and at which level (1 or 2).   * If a request exists, the Veteran will have to wait for the activation letter to arrive or they can call the DMDC Help Desk to receive assistance. The phone number is 1-800-477-8227. * If the Veteran is unaware that an account was requested, proceed to section 3.0 to deactivate the requested account.   If the DS Logon Status column indicates Active, ask the Veteran if he or she knows if the account is a current level 1 or 2 DS Logon account.     * If the Veteran indicates knowledge of the account then: * If the level is 1, then ask if the Veteran wishes to upgrade the account from level 1 to Level 2. If so, proceed to section 2.6. * If the level is 2, then ask the Veteran to confirm he or she has a Level 2 account. If the Veteran confirms this, there is nothing more you can do. Let the Veteran know the account is fully capable.   Ask the Veteran if he or she ever attempted to create an account but were unsuccessful for some reason.   * If the Veteran did not create the account, or was not aware the account existed, then: * Tell the Veteran an account already exists and that account is about to be disabled and inquire if that is ok. * Proceed to Section 3.0 to report a potentially fraudulent account problem. * If the Veteran did attempt to create an account: * More than 12 days ago and did not receive the activation letter, then deactivate the requested account, and create a new DS Logon request. Ensure that the mailing address is correct, and update the address if it is not. * Less than 12 days ago, they should wait for the activation letter to arrive in the mail.   Note: There may be instances where level 1 DS Logons accounts are created on behalf of VA beneficiaries as part of pro-active outreach efforts. |

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| h. Individual Information Page – New DS Logon Request | The **Individual Information** page shown below, displays:   * the name * date of birth, and * mailing address of the Veteran.   In some cases a photo of the Veteran will also be displayed. If these  identity items match the Veteran, then you can create the DS Logon account.  **Update Address** |

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| (continued) | Ensure the picture on the identification document, the photo on the web page (if displayed), and the Veteran all match.  Review the Veteran’s identification documents and validate the name, date of birth, and mailing address match the information on the page.  If the mailing address displayed on the web page does not match the identification(s):   * Ask the Veteran if the mailing address on the identification document is the current mailing address. * If it is not, ask the Veteran to provide a bill or financial document (see Appendix B: Address Confirmation Document Criteria**)** that contains the current mailing address, or * Validate the mailing address with the VA SHARE data base (either BIRLS or Corporate DB) if possible. * Click on **Update Address** and enter the current mailing address.   After completing the above steps, click on Request a DS Logon to continue.  The next step involves recording the identification information. The page shown below is the next web page you will see. |

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| i. Adding Identifier Information | Enter the identification type (e.g., driver’s license, passport, etc.) and the identification serial number (e.g., license number, passport number, etc) into the fields provided.  Complete the remaining fields as best as possible with information about the identification item. When complete, click on the **Add Document** button to add the document to the DS Logon record.  Repeat this process for the secondary identification by click in the (+) button in the bottom right corner of the Verified Documents table shown below. |

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| j. Deleting a Identifier Document | In the event that you need to remove identification document, click on the **X** next to the identifier (see below). Select the **Delete** Document button in order to remove the document from the DS Logon record.  After completing the addition, update, or deletion of documents, the click on the **Request** button to create the request for a DS Logon (Level 2).  Notify the Veteran to expect an activation letter in the mail within 5-12 days. The letter will contain the activation code and information on how to activate their DS Logon. |

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| k. Upgrading a DS Logon Request | The **Individual Information** page (shown on next page), displays the name, date of birth, and mailing address of the Veteran.  In some cases a photo of the Veteran will also be displayed. If these identity items match the Veteran then you can upgrade the DS Logon account. |

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| (continued) | Ensure the picture on the identification document, the photo on the web page if displayed, and the Veteran all match.  Review the Veterans identification documents and make sure the name, date of birth, and mailing address match the information on the page. |

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| (continued) | If the mailing address displayed on the web page does not match the identification(s):   * Ask the Veteran if the mailing address on the identification document is the current mailing address. * If it is not, ask the Veteran to provide a bill or financial document (see Appendix B: Address Confirmation Document Criteria**)** that contains the current mailing address, or * Validate the mailing address with the VA SHARE data base (either BIRLS or Corporate DB) if possible. * Click on **Update Address** and enter the current mailing address.   After completing the above steps click on **Request a DS Logon** to continue.  The next step involves recording the identification information. The following screen will be displayed:  Enter the identification type (e.g., driver’s license, passport, etc.) and the identification serial number (e.g., license number, passport number, etc.) into the fields provided.  Complete the remaining fields as best possible with information about the identification item. When complete, click on the **Add Document** button to add the document to the DS Logon record. |

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| (continued) | Repeat this process for the secondary identification by click in the **ADD** button in the bottom right corner of the Verified Documents table. |

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| (continued) | In the event that you need to remove identification document, click on the X next to the identifier. The screen shown below depicts what will be displayed.  Select the **Delete Document** button in order to remove the document from the DS Logon record.  If no other changes are required, then click on the **Upgrade** button.  The Veterans Level 1 DS Logon has now been upgraded to a Level 2 DS Logon. No changes to the user name or password used by the Veteran are required. |

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| l. Logging Off the DoD Self-Service Access Station Web Application | When you have finished using the DS Access Station, be sure to log off. Click **Log Off** in the top right margin of any page. An acknowledgement page will be displayed (see below). For maximum security, close your browser.  **Note:** You are automatically logged off the DS Access Station after a period of inactivity. |

#### 3. Veteran Not Found in DEERS

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| Introduction | This topic provides guidance on the process to be used when a Veteran’s information cannot be retrieved by the DS Access Station application.  **Note:** This exception process may take some time to complete based on when the Veteran served or whether benefits were claimed in the past year. |

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| Change Date | July 6, 2016 |

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| a. Has the Veteran Ever Applied for VA Benefits? | Ask the Veteran if they have applied for and/or received any VA benefit while in service or out of the service.  If the Veteran has applied for VA benefits, use the Share system to determine if VA has a record on the Veteran (see screen below).   * Search for the Veteran based on their SSN first. * If no record is found, ask the Veteran if they know their claim number, or service number. |

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| (continued) | If a record is found with service verified either in the verified field or VADS field on the BIRLS Inquiry screen, validate the Veterans identification information against the BIRLS record.  Ensure the name and date of birth match both the identification and the BIRLS record.  NOTE: Character of service is not an issue in this process.  If no records are found, then proceed to [III-i-7-3-c](#_c._Veteran_Without). |

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| b. Veteran With a Record in Share | This process involves collecting the eligible user’s identification information and recording that information in the Inquiry Routing & Information System (IRIS). This process will **not** require the eligible user to return to the Regional Office. All remaining steps to register the eligible user for a DS Logon will be handled remotely. The Benefits Assistance Service will process this request.  This process will **not** require the Veteran to return to the Regional Office. All remaining steps to register the Veteran for a DS Logon will be handled remotely.   * Create an IRIS request using the Add to DEERS topic/subtopic at [https://iris.custhelp.com](https://iris.custhelp.com/) . |

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| (continued) | The format of the request should be as follows:   * In the Subject Line, enter “Please add Veteran to DEERS.” * Assume the role of person for whom you are creating the inquiry, i.e., write as if you are the eligible user when you complete the customer entry forms. Only the eligible user or the legal representative (fiduciary, POA, etc.) can submit the information for the DEERS entry. This process does not apply to third party informants, (spouse, other relative, etc). * Open IRIS and click on the “New” icon down arrow and select “New Inquiry.” * Click on the “Contact” tab found in the left center of the IRIS work area. * Click on the Add icon and “Search Existing.” * At a minimum, enter the eligible user’s last name and first name. Do not use nicknames unless that is what shows on the eligible user’s legal documents. Adding the phone number, email address, and zip code in the fields further helps to identify the eligible user in IRIS. Click on “Search.” * If the eligible user has an existing contact record in IRIS all the information in step #5 will populate the “Contact Details” section of the inquiry form. Proceed to step #10. * If the eligible user does not have an existing record, the search for will display the message “There are no items to show in this view.” * Select the “New Contact” button in the lower left corner of the search pop up and click on it. * A new contact record will display with the eligible user’s contact information partially displayed from the information used for the search. * Complete the rest of the information: * Select the appropriate form of address. Include the eligible user’s middle initial if it is used and the suffix, if used Click on the highlighted “Edit” and complete the address information. |

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| (continued) | * Enter the eligible user’s phone number and email address, if available. * You must try to obtain and enter all three means of contact information: the mailing address, phone number and e-mail address, for the DEERS VAI. Another group will be responsible for adding the eligible user to DEERS and will need complete contact information. (**Note**: Complete address will be needed if eligible user wants to be upgraded to a premium account). * On the “info” tab, click in the “SSN” filed to put the cursor over the first pound sign (#) and type in the SSN. * Enter the Branch of Service, Date of Birth, and Claim Number if the eligible user has an existing VA claim under the old VA claim number system. Do not reenter the SSN under any circumstances. Indicate that the user is not deceased. When completed, click on the “Ok” check mark in the upper left corner of the pop up. * You are again at the Inquiry form. Complete the rest of the information in the data fields. * Enter a Subject: Add to DEERS. * Vet is Inquirer on this Inquiry? The answer is, “Yes.” In the “Assigned” field scroll down to find “VBA Add to DEERs” and click on the “+” * Open the “Topic/Subtopic” field and scroll down to find the topic “Add to DEERS” and open to select the subtopic, “Add to DEERS.” * Select the Type “Add to DEERS.” * Select the Type of Response. Remember, if email is selected, there must be a phone number in the “Daytime Phone” field, etc. * Leave Status as “Unresolved.” * Select the eligible user’s state from the dropdown list in the VBA RO Location (if applicable) field. |
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| (continued) | * Click on the “Message” tab and click on the “Add” icon. * Select “Private Note” and type in “Please add to DEERS.” Include sex and identify in the SHARE application where confirmed (Corporate, BDN, MPI, etc.). (**Note:** You must state what application was viewed to confirm military service). * Review to make sure that all pertinent data elements are filled. When satisfied that all is complete, click on the “Save and Close” icon in the upper left of the IRIS work area. The message will clear from view as it is assigned to the “Add to DEERS” work group.   **Note:** Before losing contact with the caller, notify him that support staff outside of the regional office will handle the process for adding a record to DEERS and establishing the DS Logon account. The average turnaround time frame to be added to DEERS and for the account to be established is around two weeks or less. |
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| (continued) | Notify the Veteran that support staff at the VA Office of Enterprise Development will handle the process for adding them to DEERS and registering them for a DS Logon.    The Veteran does not need to do anything more and does not need to return to the Regional Office for any further action. |

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| c. Veterans Without a Record in Share | Veterans wishing to complete the process for a DS Logon must provide an original form DD Form 214 with their name, SSN, and DOB matching their identifications.  This may mean they will have to return to the Regional office at a later date with the form. If they have a copy with them, then follow these steps:   * Follow steps shown in [III-i-7-3-b](#_b._Veteran_With) above to create the email and add the Veteran identification information. * Scan the DD Form 214, and add the document to the email. (Click on the “Attach File” (paper clip symbol) on the mail toolbar.) * Notify the Veteran that support staff at the Benefits Assistance Service will handle the process for adding them to DEERS and registering them for a DS Logon. The Veteran does not need to do anything more and does not need to return to the Regional Office for any further action.   If a Veteran seeks to establish an eBenefits account and cannot be verified in DEERS and any VA application (e.g., Share), and cannot provide a copy of their DD Form 214 or equivalent document, the Veteran should be provided with SF Form 180 so that they may request copies of their service records.  The Veteran should be advised that, upon receipt of these records, they should return to the Regional Office to complete the process. |

#### 4. Updating the Veteran Address

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| Introduction | This topic provides guidance relative to the process for updating the mailing address that will be used to send the activation code letter to the Veteran. |

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| Change Date | Initial content load September 2012 |

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| a. Caveat on Changing the Veteran Address | Please ensure the Veteran understands that changing this address will not change or alter the addresses on record for other VA benefits.    There are efforts to correct this in the future. |

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| b. Using the Address Update Web Site | After clicking on Update Address button on the Individual Information page you will be presented a consent banner as shown below:  After clicking on the OK button, you will be presented with a page showing the Veteran’s mailing address as it was last known in DEERS.  If the Residential Address is not the same as identified on the Veterans identification or on the supplemental documents, then click on the Update Your Address hyperlink (top right hand corner of the page), as shown below: |

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| (continued) | The screen shown below shows the entry screen for changes to the Veteran’s residential mailing address.  Enter the new mailing address for the Veteran from the identification or the supplemental document provided by the Veteran. |

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| (continued) | After entering the address, click on the Continue button at the bottom right corner of the page.  The DS Logon Address Update web page will display again showing the updated mailing address.  At this point you may close the Address Update web page and return to the DS Access Station page. |

#### 5. Reporting Potentially Fraudulent Accounts

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| Introduction | This topic provides guidance on reporting potentially fraudulent accounts. |

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| Change Date | Initial content load September 2012 |

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| a. Information on Possible Fraudulent Accounts | It may occur if a Veteran initiated the Level 1 account registration on-line but did not complete the process for some reason.  These may be innocent mistakes and are not a significant problem. However, if there is an existing Level 2 account that the Veteran is unaware of there could be more a serious problem. |

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| b. Notification Process for Fraudulent Accounts | The following procedure should be completed for the situations discussed above:   * Notify your local ISO, *as soon as possible*, with the following information: * Veteran’s Name * Date of Birth * Date discovered |

#### 6. Other Application Functions

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| Introduction | This topic provides information on the DoD Access Station process for:   * Changing your password * Printing the User Manual * Logging Off |

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| a. Changing Your Password | If you logged on to the DS Access Station using your Username and Password, the Change Password button is displayed on the upper left side of all pages of the screens.  You can change your password directly from the application.  To change your password:   * Click **Change Password** at the top right of any page. The Change Password page displays. |

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| (continued) | * Type your old password in the **Current Password** field. * Type your new password in the **New Password** field and in the **Verify New Password** field. (Important: Your password must meet the requirements shown on the page.)   **Note:** To return to the previous page without making changes, click **Cancel**.   * Click **Submit**. If your password was successfully changed, an acknowledgement page displays.   **Note:** If an error message displays, retype your passwords and click **Submit** again. If problems persist, contact the DMDC Support Center (DSC) at 800-538-9522 or 800-372-7437 (global) or 312-698-5000 (OCONUS) to request a password reset.  When the DSC has reset your password, you must change it when you next log on.  In the acknowledgement page, click **Continue** to proceed with using the DS Access Station or click **Log Off** to end your session. |

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| b. Printing the DS Access Station User Manual | The user manual for the DS Access Station is available as a PDF file, which can be saved and printed.  To print or save the user manual:   * Type the following address in your Web browser and press <Enter>.   <http://vbaw.vba.va.gov/bl/27/security_accounts.htm> |

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| (continued) | * Locate the DS Access Station User Manual in the list, and then click the PDF icon in the Download PDF column. * In the File Download dialog box, do one of the following: * Click **Open** to open the file then select the Print option in the Adobe Reader window to print the manual on your system’s default printer. * Click **Save** to save the file.   Adobe Reader is required to open the PDF file. If you do not have the Adobe Reader, contact your local IT contact for assistance. |

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| c. Logging Off DS Access Station | When you have finished using the DS Access Station, be sure to log off.   * Click **Log Off** in the top right margin of any page. * An acknowledgement page displays as shown below:   For maximum security, close your browser.  **Note:** You are automatically logged off the DS Access Station after a period of inactivity. |

#### 7. Appendix A: Identity Documentation Criteria

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| Introduction | This topic provides acceptable identification for the proofing process. |

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| a. Table of Accepted Identification (From Form I-9) | The following documents are designated as acceptable for the purpose of proving the identity of the applicant. The applicants name must be the addressee on the document, and the document must be dated *within the last 30 days*.   |  |  | | --- | --- | | Primary Identifications Accepted | Secondary Identifications Accepted | | Picture ID From Federal or State Government | Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government | | State-Issued Drivers License | Social Security Card | | State DMV-Issued ID Card | Certified Birth Certificate | | U.S. Passport (unexpired or expired) | State Voter Registration Card | | Military ID Card | Native American Tribal Document | | Military Dependent’s Identification Card | Certificate of U.S. Citizenship (INS FormN-560 or N-561) | | US Coast Guard Merchant Mariner Card | Certificate of Naturalization (INS Form N-550 or N-570) | | Foreign Passport with appropriate stamps | Certification of Birth Abroad Issued by the Department of State (Form FS-545 or FormDS-1350) | | Permanent Resident Card or Alien  Registration Card with a photograph (INS Form I-151 or I-551) | Permanent or Temporary resident card. | | ID Card issued by federal or state government agencies, provided it includes a photograph. | ID Card issued by local government agencies, provided it includes a photograph or includes the following information: name, date of birth, gender, height, eye color, and address | |

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| (continued) | |  |  | | --- | --- | | Primary Identifications Accepted | Secondary Identifications Accepted | |  | Non-photo ID Card issued by federal or state government agencies, provided it includes the following information: name, date of birth, gender, height, eye color, and address | |  | School ID with photograph | |  | Canadian Drivers License | |  | US Citizen ID Card (Form I-79) | |

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| b. Alternate *Primary* Identification Types | Alternate types of identification supported by DOD are listed in the following table. These may be accepted if the Veteran presents any one of these.   |  |  | | --- | --- | | Primary Identification Accepted | Description | | Sponsor DoD ID Card | Sponsor DoD ID Card | | Driver's License | Driver's license or ID card issued by a state or outlying possession of the U.S., provided it contains a photograph | | U.S. Passport | U.S. Passport (Unexpired or Expired) | | Military Family Member ID Card | Military Family Member ID Card | | Photo ID Card issued by federal, state, or local government | ID Card issued by federal, state, or local government agencies or entities, provided it contains a photograph | | Foreign Passport with Form I-94 or I-551 stamp | Foreign Passport with an unexpired Arrival-Departure Record, Form I-94 or I-551 stamp | | Foreign National ID with photograph | Foreign National ID with photograph | | INS Form N-560 or N-561 | Certificate of U.S. Citizenship (INS Form N-560 or N-561) | |

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| (continued) | |  |  | | --- | --- | | **Primary Identification Accepted** | **Description** | | INS Form N-550 or N-570 | Certificate of Naturalization (INS Form N-550 or N-570) | | INS Form I-151 or I-551 | Permanent Resident Card or Alien Registration Receipt Card with photo (INS Form I-151 or I-551) | | INS Form I-688 | Temporary Resident Card (INS Form I-688) | | INS Form I-766 or I-688 or I-688A or I-688B | Employment Authorization Document with photo (INS Form I-766 or I-688 or I-688A or I-688B) | | INS Form I-197 | U.S. Citizen ID Card (INS Form I-197) | | INS Form I-179 | ID card for use of Resident Citizen in the U.S. (INS Form I-179) | |

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| c. Alternate *Secondary* Identification Types | |  |  | | --- | --- | | Secondary Identification Accepted | Description | | Birth Certificate | Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying  possession of the U.S. bearing an official seal | | Marriage Certificate | Marriage Certificate | | Adoption Decree | Adoption Decree | | Court Document | Court Document | | Hospital Proof of Birth | Hospital Proof of Birth, Certificate of Live Birth | | Consular Report of Birth Abroad (FS-240) | Consular Report of Birth Abroad (FS-240) | | Letter from the school registrar | Letter from the school registrar certifying full-time course of study leading to an associate's degree or  Higher, and anticipated graduation date | |

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| (continued) | |  |  | | --- | --- | | **Secondary Identification Accepted** | **Description** | | Medical sufficiency statement from an MTF | A current physician's statement (dated within 90 days of application) to include a medical sufficiency statement from a Military Treatment Facility (MTF) | | INS Form I-688A | Employment Authorization Card (INS Form I-688A) | | INS Form I-327 | Reentry Permits (INS Form I-327) | | INS Form I-571 | Refugee Travel Document (INS Form I-571) | | School ID with a photo | School ID with a photo | | Voters registration card | Voters registration card | | U.S. Coast Guard, Merchant Mariner Card | U.S. Coast Guard, Merchant Mariner Card | | Native American tribal document | Native American tribal document | | Canadian Driver's License | Driver's license issued by a Canadian government authority | | Form FS-545 or Form DS-1350 | Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350) | | Employment Authorization Document issued by INS | Employment Authorization Document issued by INS | | School record or report card | School record or report card | | Clinic, doctor or hospital record | Clinic, doctor or hospital record | | Day-care or nursery school record | Day-care or nursery school record | | Divorce Decree | Divorce Decree | | Statement of Service | Statement of Service | | DD Form 214 | DD Form 214 | | DFAS-CL Code L | DFAS-CL Code L | | U.S. Social Security Card | U.S. Social Security Card | | DD Form 2842 | DD Form 2842 PKI Certificate Acceptance and  Acknowledgement of Responsibilities | |

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#### 8. Appendix B: Address Confirmation Document Criteria

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| Introduction | This topic provides a list of documents designated as acceptable for identifying the current mailing address for Veterans only. |

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| a. List of Acceptable Documents to Verify Mailing Address | The following documents are acceptable for use in verifying the mailing address of the Veteran:   * Phone bill from local phone service provider * Electric bill from a local electrical service provider * Fossil fuel (oil, gas, propane) bill from a local service provider * Credit card statement * Checking or Savings account statement * Local personal property tax bill * Mortgage or rent payment voucher |